



# VISAYAS STATE UNIVERSITY

Visca, Baybay, Leyte 6521-A  
Philippines

Tel: +63 53 335 2600; Fax: +63 53 335 2601  
e-mail: [opvisca@mozcom.com](mailto:opvisca@mozcom.com); website: [www.lsu-visca.edu.ph](http://www.lsu-visca.edu.ph)

Office of the President

## CERTIFICATION of COMPLIANCE

*Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*

I, **DR. EDGARDO E. TULIN**, Filipino, of legal age, President of the **VISAYAS STATE UNIVERSITY**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

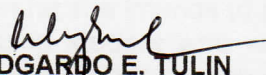
- 1) The VISAYAS STATE UNIVERSITY including its FOUR (4) Branches (Alang-alang, Isabel, Tolosa and Villaba Campuses)
- 2) has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
- 3) The Citizen's Charter is posted as information billboards in all the service offices of (name of agency) that deliver frontline services.
- 4) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 5) The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 6) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 7) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 8) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Enrolment services	On-line registration & payment of	1. Enhanced the enrolment program making it web	1. For continuing students, the steps is reduced from 4 to one (printing and validation of Certificate of

	fees	based	Registration) since original step 1 is no longer necessary and next two steps (enrolment & payment can be done by them online)
		2. Conducted 3 days hands on training among department secretaries and encoders of the enhanced registration system	2. Only freshmen and transferees will come to the university during the scheduled enrolment period to fill up registration forms and submit required/mandatory documents. This drastically improved the quality of service due to big reduction of the number of clients (1/4 of the total number) to be served by the same number of front line people.

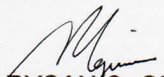
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 24<sup>th</sup> day of May 2017 in Baybay City, Leyte, Philippines.

  
**EDGARDO E. TULIN**  
 President

VISAYAS STATE UNIVERSITY

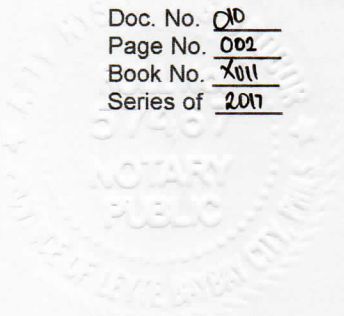
SUBSCRIBED AND SWORN to before me this 24<sup>th</sup> day of May 2017 in Baybay City, Leyte, Philippines, with affiant exhibiting to me his VSU ID No. V00522 issued on at Visayas State University campus, Baybay City, Leyte, Philippines.

  
**ATTY. RYSAN C. GUINOCOR**  
 NOTARY PUBLIC

Until December 31, 2017

PTR 0195869 – Baybay, Leyte – 1/12/17  
 IBP 1030924 – Tacloban City – 12/19/16  
 MCLE CPMP No. V-009580 – 07/20/15  
 Roll of Attorneys No. 57467

Doc. No. 20  
 Page No. 002  
 Book No. 7011  
 Series of 2017





## **CITIZEN'S CHARTER VISAYAS STATE UNIVERSITY**

*Vision: Center of excellence in education and research in agriculture and allied fields in the Visayas.*

*Mission: Attainment of the highest quality of human capital and scientific knowledge for the sustained growth and development of agriculture, fisheries, forestry and agro-industries in the Visayas.*

### **ENROLMENT OF NEW FRESHMEN, TRANSFEREES AND CONTINUING STUDENTS**

ICT BUILDING, VSU CAMPUS

Registrar: Ms. Linda N. Mariscal Tel. No. 335-2644

ICT Head: Prof. Winston Tabada Tel. No. 335-2120 / 563-7068

The university reserves the right to accept or reject any applicant whose qualifications do not meet the requirements of the program he/she intends to pursue. Any qualified incoming Freshman, Transferee or continuing student who wants to earn a degree offered by the university is required to enroll in his/her chosen course. To facilitate speedy enrolment, a one stop enrollment area located at the ICT building is provided during the enrolment period.

If all requirements are complete, the enrolment process can be done within one (1) working day.

#### **I. REQUIREMENTS BEFORE ENROLLMENT:**

##### **a. New Freshmen**

1. High School Report Card (Form 138)
2. Certificate of Good Moral Character
3. Birth Certificate issued by the NSO
4. 4 copies 1x1 ID picture, colored with white background
5. Medical Certificate from the VSU Hospital. Please bring X-ray plate and result, CBC, Urinalysis and Fecalysis results as basis for issuance of the medical certificate.

##### **b. Transferees**

1. Transfer credential / Honorable Dismissal
2. Copy of the previous grades / Transcript of Records certified by the School Registrar (GPA of at least 2.5 for non-PASUC Member Institution)
3. Certificate of Good Moral Character
4. Birth Certificate issued by the NSO
5. 4 copies of 1x1 ID picture, colored with white background
6. Medical Certificate from the VSU Hospital. A transferee is required to bring X-ray plate and result, CBC, Urinalysis and Fecalysis results as bases for issuance of the medical certificate.



**c. Returning Students (Students who were on leave of absence & is seeking for readmission)**

1. Letter of intent for readmission to the Registrar stating reason for the leave of absence.
2. Recommendation from the Dean of Students
3. Medical Certificate issued by the VSU Hospital

**d. Students with unpaid accounts (Payment will no longer be accepted during enrolment period)**

1. LBP bank deposit slip if full payment of accounts is made through the bank; or
2. Transaction slip for on-line payment

**II. SCHEDULE OF AVAILABILITY OF SERVICE**

Services for enrollment are be available during the scheduled enrolment period from Monday to Friday 7:00 am to 7:00 pm and during other days from 8:00 am to 12:00 noon and 1:00 pm to 5:00 pm.

**III. FEES**

Students who pay in full can avail 5% discount on tuition fee only.  
**Minimum payment upon enrolment is P5,000.00 for Nursing and P1,000.00 for other students.**

**IV. ENROLLMENT PROCEDURE FOR NEW STUDENTS**

STEP	APPLICANT/CLIENT	OFFICE ACTIVITY	DURATION	PERSON-IN-CHARGE
1	Proceeds to Admission's Office for review of documents, grade computation, evaluation of credentials, and issuance of Admission. Secures Registration forms. *	Computes the grade, evaluates the credentials, and issues admission and registration forms	15 minutes	Prof. Manolo B. Loreto
2	Fills up the registration form and proceeds to computer room	Reviews the filed registration forms, assigns Student Number, and encodes subjects enrolled	20 minutes	Mr. Arnulfo Galenzoga and Encoders
3	Proceeds to collection's in-charge and pays the down payment	Collects the amount paid and issues Official Receipt	5 minutes	Cashier's Staff
4	Proceeds to Registrar for printing and validation of COR	Prints the COR and validates the same	15 minutes	Mr. Eusebio Olleras

## **V. ENROLMENT PROCEDURES FOR CONTINUING STUDENTS**

<b>STEP</b>	<b>APPLICANT/CLIENT</b>	<b>OFFICE ACTIVITY</b>	<b>DURATION</b>	<b>PERSON-IN-CHARGE</b>
<b>1</b>	Enrolls online	None	NA	NA
<b>2</b>	Pays the down payment either through VSU Cashier or LBP on-line payment	Issues Official Receipt upon receipt of cash or transaction slip for on line payment	5 minutes	Cashier's Staff
<b>3</b>	Proceeds to Registrar for printing and validation of COR	Prints the COR and validates the same	15 minutes	Mr. Eusebio Olleras

- For continuing students with unpaid account, to settle the same at the Cashier to unblock his on-line enrolment.

Once the COR is validated, a student will now become a bonafide student of the Visayas State University and as such, he/she is expected to follow the rules and regulations and uphold the standard behavior as a VSU Student.

For complaints, contact Prof. Manolo B. Loreto, Jr. at Telephone Number 335-2642 or drop concern/s in the suggestion box at the main entrance of the ONE-STOP-SHOP.